Department of Consumer and Regulatory Affairs FY2016

Agency	Department of Consumer and Regulatory Affairs
Mission	The Department of Consumer and Regulatory Affairs (DCRA) protects the health, safety, economic interests, and quality of life of residents, businesses, and visitors in the District of Columbia by ensuring code compliance and regulating business.
Summary of Services	DCRA is responsible for regulating construction and business activity in the District of Columbia. The agency operates a consolidated permit intake center and reviews all construction documents to ensure compliance with building codes and zoning regulations. To protect consumers, DCRA issues business licenses, professional licenses, special events permits, registers corporations, and inspects weighing and measuring devices used for monetary profit. Construction activity, building systems, and rental housing establishments are inspected, and building code violations are abated if necessary.

2016 Objectives

FY16 Objectives

Objective Number	Objective Description
Agency Management (4 Objectives)	
1	Maintain a qualified, healthy, and highly motivated workforce.
2	Review DCRA's contracts and ensure compliance with OCP, DSLBD and CBE requirements.
3	Support the agency by managing facilities, resources, and reducing risks to agency assets, and to review, revise and publish a retention policy for all paper and electronic records.
4	Expand and maintain technology infrastructure.
Buisness and Professional License Administration (1 Objective)	
3	Ensure compliance with licensing requirements.
Business and Professional License Administration (1 Objective)	
1	Maintain efficient licensing operations
Business and Professional License Administration (1 Objective)	
2	Manage corporate registration and maintenance services.
Business and Professional License Administrator (1 Objective)	
4	Manage and maintain an efficient Small Business
Enforcement Division (2 Objectives)	
1	Make D.C. the Safest Big City in America.
2	Make DC more efficient, effective, and responsive to residents' needs through the use of smart technology.
Inspections Division (1 Objective)	
2	Manage an efficient housing inspection program.
Inspections Division (2 Objectives)	
1	Manage an efficient construction inspection program.
3	Develop a premier specialty inspections program
Office of Zoning Administrator (2 Objectives)	

1	Enhance applicant and general customer satisfaction through timely, efficient and accurate application zoning conformance review processes.
2	Leverage technology to improve the permitting review process and outcomes for customers.

Permit Operations Division (4 Objectives)

1	Ensure building plans comply with construction codes.
2	Provide superior customer service in the Permit Center
3	Manage and maintain District land records
4	Manage agency Building Code Effectiveness.

▾ 2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
1 - Enhance applicant and general customer satisfaction through timely, efficient and accurate application zoning conformance review processes. (5 Measures)							
Percentage of Certificate of Occupancy applications receiving OZA initial review, in compliance with prescribed timeframes		Quarterly	89.23	87	92.43	95	95
Percentage of Home Occupational Permits issued within 10 business days of application submission		Quarterly	16.4	15	14.81	50	50
Percentage of successful defenses of appeals of Zoning Administrator decisions before the BZA		Quarterly	100	100	58	100	100
Percent of complaint-initiated enforcement actions occurring within 60 days of receipt of concern		Quarterly	100	100	100	80	80
Percentage of Building Permit applications receiving OZA initial review, in compliance with prescribed time frames		Quarterly	89.3	87	87.8	80	80
1 - Ensure building plans comply with construction codes. (4 Measures)							
Percentage of green building plan reviews completed within 30 days.		Quarterly	100	100	99	100	97

Percentage of TPR project reviews by DCRA Technical Review within 15 business days	Quarterly	66.17	50.68	15.32	85	85
Number of solar permit applications completed	Quarterly			672	160	160
Number of solar photovoltaic (PV) permitted	Quarterly			5,626	1,400	1400

1 - Maintain a qualified, healthy, and highly motivated workforce. (2 Measures)

Percentage of Employees that completed required trainings	Quarterly			85.5	95	100
Percentage of vacant positions filled within 90 days of date posting.	Quarterly			100	75	75

1 - Maintain efficient licensing operations (4 Measures)

Percentage of business license applications submitted online (new and renewal)	Quarterly	29.12	39	52.65	40	32
Percentage of professional license applications submitted online (new and renewal)	Quarterly	99	99	94.29	100	96
Percentage of complaint based regulatory investigations resulting in the issuance a notice of infraction	Quarterly					30
Percentage of Business Compliance Surveys completed	Quarterly			100	100	100

1 - Make D.C. the Safest Big City in America. (3 Measures)

Percentage of rate of return on special assessments filed	Quarterly	56.74	70	75.1	68	70
Total dollar amount of Special Assessments collected	Quarterly	1,072,547	842,756	796,533.04	600,000	500000
Total dollar amount of tax liens collected	Quarterly	116,155	377,208	586,831.2	150,000	150000

1 - Manage an efficient construction inspection program. (2 Measures)

Percentage of complaint-related inspections completed within 5 days of the scheduled date		Quarterly	86.9	86.5	81.91	86	86
Percentage of permit-related inspections completed within 48 hours of scheduled date		Quarterly	91.26	93.1	91.88	93	93

2 - Make DC more efficient, effective, and responsive to residents' needs through the use of smart technology. (2 Measures)

Percentage of DCRA abatement's completed within 30 business days.		Quarterly	86.43	77	37.6	87	85
Number of hits on new vacant building tracking system		Quarterly					1600

2 - Manage an efficient housing inspection program. (3 Measures)

Number of units inspected by Proactive Inspections Team		Quarterly	3,070	2,318	3,625	2,500	2500
Percentage of inspections completed as scheduled		Quarterly	93.8	92.4	91.65	95	95
Average number of working days between re-inspection and submission to enforcement section.		Quarterly					7

2 - Manage corporate registration and maintenance services. (1 Measure)

Percentage of corporate filings submitted online		Quarterly	46.8	36.6	50	40	50

2 - Provide superior customer service in the Permit Center (5 Measures)

Average length of customer wait in Permit Center (minutes)		Annually	15.45	16	18	15	15
Percentage of walk through applications processed same day		Quarterly	56.98	54	55	60	62
Percentage of filed plan reviews completed within the standard time frame (30 business days), excluding sister agencies.		Quarterly	94.88	92.3	88.96	95	95
Percentage of permits issued online		Quarterly	28.22	29	46	25	30

Measure		Frequency					
Average number of days in review for ProjectDox plans (Business Days)		Quarterly					10

3 - Develop a premier specialty inspections program (3 Measures)

Measure		Frequency					
Number of Quality Control inspections performed on Third Party Inspections		Quarterly		116	152	175	175
Percentage of Elevator-related inspections completed within 48 hours of scheduled date		Quarterly					89
Percentage of Boiler-related inspections completed within 48 hours of scheduled date.		Quarterly					89

3 - Ensure compliance with licensing requirements. (3 Measures)

Measure		Frequency					
Percentage of pre-license investigations conducted by regulatory investigations within 5 business days		Quarterly	94.17	100	100	100	95
Percentage of Weighing and Measuring Devices approved		Quarterly	98.97	95.8	95.1	95	95
Percentage of Gas Stations in compliance with Octane rules.		Quarterly		100	100	95	95

3 - Support the agency by managing facilities, resources, and reducing risks to agency assets, and to review, revise and publish a retention policy for all paper and electronic records. (2 Measures)

Measure		Frequency					
Percentage of OIG inquires completed timely		Quarterly	100	100	100	100	100
Percentage of FOIA requests completed timely		Quarterly	97.5	97.7	96.3	100	100

3 - Manage and maintain District land records (2 Measures)

Measure		Frequency					
Percentage of building plats utilizing expedited review service		Quarterly	31	35.2	38.7	35	37
Percentage of building plats using online services		Quarterly	31.5	49	60.2	35	35

4 - Manage and maintain an efficient Small Business (3 Measures)

Number of group workshops		Quarterly		14	72	66	8
Number of Educational One-on-one Sessions		Quarterly					5
Percentage of customers in attendance per workshop		Quarterly					18

🔻 2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
Workload Measure (5 Measures)				
Number of Business Licenses issued	Quarterly	34,835	28,543	27,088
Number of Civil Infractions Processed	Quarterly	1,064	1,062	1,087
Number of Inspections resulted	Quarterly	40,355	41,297	44,625
Number of Permits Issued	Quarterly	50,147	54,054	51,309
Number of Notices of Infraction issued for Failure to Register Vacant Property	Quarterly	70	90	78

🔻 2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
Agency Management - 1 (3 Initiatives)				
1	Maintain a qualified, healthy, and highly motivated workforce.	1.1	Provide quality and consistent training and professional development for all agency employees.	In FY'16, the Office of Human Resources will continue to offer internal training and professional development opportunities to increase our internal bench strength and provide an enhanced customer service experience for our customers. The training and development will be varied throughout the year to include, monthly and quarterly. Training will also be in conjunction with DCHR's Center for Learning and Development.
1	Maintain a qualified, healthy, and highly motivated workforce.	1.2	Provide training and education on the new green construction and energy efficiency codes. (PUBLIC SAFETY).	DCRA will refine and deliver green building trainings to keep DCRA staff, third party companies, sister agency staff, and the public current on the sustainable building technologies as related to the District's green building codes and regulations.

1	Maintain a qualified, healthy, and highly motivated workforce.	1.3	Recruit and fill vacant positions within a 90-day time frame.	The Office of Human Resources will strive to fill all vacant positions open to the public within a 90-day timeframe from the date of posting. To attract the best qualified candidates, the HR department will continue to work closely with hiring managers to identify the best recruiting sources. In conjunction with DCHR, we will continue to streamline the recruitment process to meet the goal.
TOT				

Agency Management - 2 (1 Initiative)

2	Review DCRA's contracts and ensure compliance with OCP, DSLBD and CBE requirements.	2.1	DCRA will coordinate and conduct training for all staff that participates in agency contracting task and responsibilities.	We will draft specific and measurable contract administration performance measures in all staff performance plans. We will also ensure that we fulfill all DSLBD and CBE requirements for the fiscal year of 2016.
TOT				

Agency Management - 3 (2 Initiatives)

3	Support the agency by managing facilities, resources, and reducing risks to agency assets, and to review, revise and publish a retention policy for all paper and electronic records.	3.1	DCRA will develop and implement an agency retention policy for all paper and electronic records	We will continue to accession documents to the Federal Records Center, and scan/record documents that remain in-house. The Records Room will also work to scan the approved building permit applications and architectural drawings for the year 2013.

3	Support the agency by managing facilities, resources, and reducing risks to agency assets, and to review, revise and publish a retention policy for all paper and electronic records.	3.2	Interagency collaboration with DPW and DMV ensuring proper preventive maintenance and annual safety inspection are completed timely on all fleet vehicles (PUBLIC SAFETY).	In FY14, DCRA conducted preventive maintenance and annual safety inspections on its vehicles. Presently DCRA has (79) seventy vehicles in its fleet. The majority of the fleet (59 out of 79) vehicles are model year 2008 or older. The fleet as a whole is becoming dated. The preventative maintenance and the annual safety inspection are very critical to maintaining an aging fleet. Support Services will provide notification to all DCRA drivers of maintenance requirements, and coordinate with DPW to ensure that preventive maintenance is completed on all vehicles. Also, Support Services will work with DMV to ensure that all vehicles have a safety inspection completed in a timely manner.
	TOT			

Agency Management - 4 (3 Initiatives)

4	Expand and maintain technology infrastructure.	4.1	DCRA Systems Modernization	DCRA is on target to complete the Accela Automation upgrade to the latest version by September 30, 2015. User acceptance testing will begin in October 2015 upon competition the new system will be pushed to the production environment. DCRA anticipates the Go Live date to be in November 2015 to minimize impact to customers due to holiday seasons. With a new system in place, DCRA can begin the process of re-engineering existing business processes which can be optimized by the new technology allowing for increased efficiency in operations and service delivery.
4	Expand and maintain technology infrastructure.	4.2	Complete DC Business Portal.	The DC Business Portal will help aspiring entrepreneurs and current business owners easily find, understand and comply with relevant DC Government business regulations. The focus for this initiative will be the regulatory processes that are under the domain of DCRA along with providing information of all the functions that cross over with other agencies. This project will enhance businesses' ability to comply with DC Government business regulations by providing below resources:
4	Expand and maintain technology infrastructure.	4.3	Create an automated method for performing a check on the Clean Hands status of any business entity registered with DCRA.	The automated check on the Clean Hands status of any business entity registered with DCRA was created and tested in a non-production environment. It will be placed into production in conjunction with the new Basic Business License Intake system.
	TOT			

Buisness and Professional License Administration - 3 (3 Initiatives)

| 3 | Ensure compliance with licensing requirements. | 3.1 | Implement and expand Regulatory Compliance Inspection Program (Phase 2). | During FY 2014, Regulatory Investigation Section initiated the Regulatory Compliance Inspection Program and developed backend resources needed to fully implement this program. We have engaged MPD and ABRA to develop a standardized joint enforcement plan, which will be a cornerstone of this program. We conducted the spring 2014 compliance initiative pilot program, during which we conducted more than 500 business compliance surveys at retail businesses in commercial areas. During this compliance initiative pilot program, we identified areas of focus as we move forward with a more robust compliance initiative program. We also developed IT solutions which will allow us to more efficiently ensure business compliance. In FY 2015, RIS will continue to expand the Regulatory Compliance Inspection Program. We intend to onboard three (3) additional Business Compliance Investigators. The IT solutions we developed in FY 2014 will be fully implemented and begin to automatically generate information that supports our Compliance Program. Examples of these IT solutions are Department of the Consumer and Regulatory Affairs FY 2015 Performance Plan District of Columbia Government Revised: January 2015 Monthly auto-generated reports which indicate Businesses who have become non-compliant during the previous month. This report will allow us to target inspection resources to the businesses which are likely out of compliance. The goal of this program will be to promote and monitor compliance of business operators. The Proactive Compliance Inspection Program and the development of a broad publicity campaign will notify the public and business operators in the District that DCRA will be proactively monitoring compliance. A key factor to the Proactive Inspection Program's success will be interagency coordination with other District agencies. To maximize the potential impact of this program, DCRA has reached out to DOH, OTR, MPD, ABRA, DOEE, and others to monitor compliance among all business operators, and in FY 2015, we will formalize these relationships into a standard business compliance program. |

3	Ensure compliance with licensing requirements.	3.2	Expand outreach efforts for farmers and merchant.	In an effort to ensure both merchants and farmers are knowledgeable of regulations as it applies to commercial weighing and measuring devices, the Office of Weights and Measures will host two Farmers Market seminars. Additionally, the Office of Weights and Measures will continue their Ground Pound, which is a hands-on program that reviews business registration within the District of Columbia. The goal of the Ground Pound program is to make certain that commercial devices and scales are in compliance in accordance to the District of Columbia's laws and regulations.
3	Ensure compliance with licensing requirements.	3.3	Expand Consumer Protection Outreach Efforts.	The OCP outreach program will include public events such as workshops and community events allowing for direct access to consumers, utilization of electronic resources including the DCRA OCP website to provide critical information and resources for consumers, and coordinating with industry partners to proactively put industry-specific information in the hands of consumers prior to engaging in economic activity, such as new home purchases, auto repair and purchases, and home improvement.
TOT				

Business and Professional License Administration - 1 (4 Initiatives)

1	Maintain efficient licensing operations	1.1	Update our current online system to electronically accept all documents for BBL applications.	The Business Licensing Division (BLD) will conclude its efforts and make all licensing categories available online. The new system design will allow applicants to upload documents for our license categories, including those which require an investigation or inspection, to be processed, approved, paid for and issued online. The current online submission system (OSUB) will be converted into a new system which will be part of a business portal. This initiative will include making adjustments to existing licensing back office system (Accela). The new system will also have a verification check for Corporate Registration (i.e. Trade Name Registration) and Office of Tax & Revenue compliance. Staff Management Portal will generate staff reports which will include the waiting times, and number of transactions completed by the staff. The Avaya Call Management System will track the number of incoming calls daily.

1	Maintain efficient licensing operations	1.2	Expand the availability of online application services for occupational and professional licensing.	OPLD will expand its online license submission process. At present, there are 25 total license programs encompassing over 130 license types; 18 license programs are online for renewal application submission. OPLD will expand the availability of new license application online services to three (3) additional programs, which will provide customers with a more efficient and streamlined license application, supplemental documentation and payment submission process.
1	Maintain efficient licensing operations	1.3	Streamline the Special Events Permit Process	DCRA will look to collaborate with our sister agencies such as HSEMA, DDOT, FEMS, DOH and others to explore and create options to streamline the Special Event Permit issuance process. Ideally this collaboration will increase efficiency and condense the process for local organizations, Advisory Neighborhood Commissioners and residents seeking to obtain the proper approval.
1	Maintain efficient licensing operations	1.4	Department of Health Collaboration for Restaurant Licensing.	The Department of Consumer and Regulatory Affairs will look to collaborate with our sister agency the Department of Health (DOH). This collaboration will be to enhance the process of obtaining the proper licensing and approvals, while further educating the public on our procedures to operate/open a restaurant business in the District of Columbia. We will look to create Guide Sheets pertaining to what is needed to successfully open a restaurant, hold quarterly inter-agency meetings to discuss applicable matters, and software interfacing with the Department of Health to share information regarding licensing issuance and expiration dates.
TOT				

Business and Professional License Administration - 2 (1 Initiative)

2	Manage corporate registration and maintenance services.	2.1	Develop technology integration and data sharing between Corporations Division and Business License Division and other components of DCRA and and other related agencies and stakeholders	Corporations Division will continue to work to enable corporate data sharing between different application systems. This project will involve a detailed analysis identifying common data points, processing initial information and information changes. The Corporations Division, along with other stakeholders, will work to analyze common business regulatory processes to develop the roadmap for regulatory compliance.
TOT				

Business and Professional License Administrator - 4 (1 Initiative)

	4	Manage and maintain an efficient Small Business	4.1	Expand partnership opportunities with government agencies.	It is the SBRC's mission to always seek out areas of additional technical assistance and small business education to DCRA's customers. Expanding partnerships with the District and Federal government agencies will enable the SBRC to grow. Several potential services will be provided to the customers including one-on-one sessions, trainings, and/or symposiums and expos.
TOT					

Enforcement Division - 1 (2 Initiatives)

	1	Make D.C. the Safest Big City in America.	1.1	Establish a new contractor selection program	Establish a new contractor selection program for the Enforcement Division. Rather than the selection of individual contractors to perform abatement and razes, we will create four contractor groups; Quick Response, Vegetation and Trash Control, Raze and Demolition, and General Enforcement Abatement.
	1	Make D.C. the Safest Big City in America.	1.2	Establish a comprehensive communications mechanism	Establish a comprehensive communications mechanism to facilitate citizen's, MPD's and other D.C. Department's reporting of unsecured vacant buildings; leading to the rapid deployment of an enhanced Abatement Team to execute closure.
TOT					

Enforcement Division - 2 (1 Initiative)

	2	Make DC more efficient, effective, and responsive to residents' needs through the use of smart technology.	2.1	With OIS, OCTO and OTR, establish a 'real time' tracking mechanism	With OIS, OCTO and OTR, establish a 'real time' tracking mechanism that will allow citizens, through the use of smart technology, to know what buildings are currently designated as vacant and which of these buildings are taxed at the 'vacant property tax rate' and which buildings are exempt from the tax . Our Vacant Building Unit enforces the DC Vacant Property Law (DC Official Code Title 42-3131 Chapter 2), which will ultimately the reduction of vacant properties.
TOT					

Inspections Division - 2 (1 Initiative)

2	Manage an efficient housing inspection program.	2.2	Decrease processing time for cases being submitted for enforcement action .	When a property owner fails to comply with a notice of violation, housing inspectors must prepare a case for enforcement action. This process involves gathering of all pertinent case related documents and evidence and assembling it so the DCRA Enforcement Section can issue the Notice of Infraction and/or perform abatement work to correct the condition. By using administrative staff and technology we will decrease the time between the re-inspection and submittal to the enforcement section to under 7 working days. This will be checked by comparing the re-inspection date with the date the case is forwarded to the enforcement section. This will be done to all inspections forwarded to our Enforcement Division for further action
TOT				

Inspections Division - 1 (3 Initiatives)

1	Manage an efficient construction inspection program.	1.1	Implement training program for post disaster damage assessment	DCRA has been designated the primary agency for the new Emergency Support Function #14 in the District response plan. DCRA inspectors need to have formalized training in the processes and procedures of damage assessment. DCRA will establish a training schedule and begin training sessions that will bring the inspection staff to an acceptable level of competency in damage assessment.
1	Manage an efficient construction inspection program.	1.2	Improve the illegal construction hearing process.	In order to better utilize construction supervisor hire a Full time employee to function as the full time hearing officer for illegal construction cases.
1	Manage an efficient construction inspection program.	1.3	Develop and implement a pedestrian safety protection program in accordance with International Building Code Section 3306.	Section 3306 of the International Building Code establishes the requirements developers must follow to protect pedestrian traffic around construction sites. DCRA will develop a program to increase awareness of these requirements and to increase the enforcement of the regulation.
TOT				

Inspections Division - 3 (2 Initiatives)

3	Develop a premier specialty inspections program	3.1	Develop and implement comprehensive quality assurance program for the Third Party and Special Inspections Programs.	This program will be a system for maintaining minimum quality levels for service through a collection of self-imposed standards through activities such as internal quality audits, document creation and control, management reviews, etc. We will also impose disciplinary actions and provide performance evaluations of the service provided by the third party company.
3	Develop a premier specialty inspections program	3.2	Develop process for online Boiler and Elevator certificate renewal and payment.	Currently, building owners renewing elevator and boiler inspection certificates must come into DCRA with proof of inspection. DCRA will develop a process of online renewal and payment for the inspection certificates
TOT				

Office of Zoning Administrator - 1 (6 Initiatives)

1	Enhance applicant and general citizen satisfaction through timely, efficient and accurate application zoning conformance review processes.	1.1	Develop a Zoning Interpretations Database.	Many interpretations of Zoning Regulations have been developed by the current and past Zoning Administrators that provide guidance to staff and applicants on the application of numerous zoning regulations, standards, and practices. Although these are documented internally, they are in various forms: written memos, letters, emails, and notes in code books. These need to be published in one format, organized to be able to be keyed to specific code citation numbers, and placed in a single database. That database should be publicly available as well in the interest of transparency.
1	Enhance applicant and general citizen satisfaction through timely, efficient and accurate application zoning conformance review processes.	1.2	OZA Staffing and Skill Requirements related to the revised Zoning Regulations (ZRR).	The Office of Planning has drafted a wholesale revision to the District's zoning regulations [ZRR] and expects that the Zoning Commission will adopt them so as to become effective by the spring/summer of 2016. The revised regulations add several new and complicated provisions to zoning. To administer and enforce these regulations, OZA staff will need several sessions of orientation, preparation and training. Additionally, information sessions for DCRA's customers will need to occur and new materials will need to be produced and subsequently posted to DCRA's website to help applicants understand how the new regulations apply to their particular projects. A training program will be prepared, with milestone dates, covering these internal staff training and customer information sessions.

1	Enhance applicant and general citizen satisfaction through timely, efficient and accurate application zoning conformance review processes.	1.3	Implement Priority Plan Review Process.	Initiate priority review of all inclusionary zoning (IZ), affordable dwelling unit (ADU), and Mayor's Initiative for Short-Term Family Housing projects as the first plan reviews to be completed among all assigned zoning reviews.
1	Enhance applicant and general citizen satisfaction through timely, efficient and accurate application zoning conformance review processes.	1.4	Implement Use of Inclusionary Zoning Materials.	Utilizing materials developed under a previous initiative completed by December 2014, continue to proactively educate the community, stakeholders, and internal customers by offering on-line material and at least one (1) training session during Fiscal Year 16
1	Enhance applicant and general citizen satisfaction through timely, efficient and accurate application zoning conformance review processes.	1.5	Provide Technical Assistance/Coordination Related to Mayor's Initiative for Short-term Family Housing.	Continue to provide technical zoning assistance to the Deputy Mayor and other District agencies regarding the Mayor's initiative to end homelessness in the District. Advise these agencies on the zoning aspects of the process intended to provide housing for formerly homeless residents.
1	Enhance applicant and general citizen satisfaction through timely, efficient and accurate application zoning conformance review processes.	1.6	Assist Applicants in Understanding and Complying with the Pervious Surface Requirements of DCMR Title 11, Section 412	Develop user guide and related materials to assist the public in understanding the zoning ordinance pervious surface requirements. These materials will assist applicants in submitting compliant plans during submissions for building permit review.
TOT				

Office of Zoning Administrator - 2 (1 Initiative)

2	Leverage technology to improve the permitting review process and outcomes for customers.	2.1	Provide for Effective Communication of Perceived Zoning Violations	Develop an online zoning complaint form for complainants to use to notify the Office of the Zoning Administrator of potential zoning violations. This information will assist OZA in gathering necessary information regarding alleged violation and support an efficient review of the complaints and related enforcement actions. POD will offer the ability to apply for, submit construction documents, and pay for the most common permit types completely online, eliminating the need to make a trip to DCRA to secure these permit types.
	TOT			

Permit Operations Division - 1 (2 Initiatives)

1	Ensure building plans comply with construction codes.	1.1	Support the Mayor's Green DC Initiatives.	To begin meeting the 2032 target the division will create permitting guidelines for sustainable technologies including green roofs, community gardens, and rainwater capture systems.
1	Ensure building plans comply with construction codes.	1.2	Streamline the enforcement of the new 2013 Construction Codes (DCMR 12), including the Green Construction Code into the permitting operations.	The division will continue to work towards a smooth transition from the current 2008 DC Construction Codes to the 2013 DC Construction Codes (including the new Green Construction Code) by reviewing, updating and developing the new permitting process and requirements (e.g. the transition towards a complete paperless building permit submission and review process, development of a streamlined green and energy code review process).
	TOT			

Permit Operations Division - 2 (3 Initiatives)

2	Provide superior customer service in the Permit Center	2.1	Fully implement ProjectDox (electronic plan review) as mandated by the new 2013 DC Construction Codes (DCMR 12).	In FY15, POD has reviewed and developed appropriate practices as well as implemented procedures to increase public awareness of ProjectDox. As a vital service to District Residents and businesses, POD has begun tracking the timelines and efficiency of ProjectDox to offer increased transparency and demonstrate improved review timelines for plan review. POD will continue to offer, at a minimum, quarterly trainings for the development community to educate these stakeholders about Project Dox and offer updated guides as enhancements to the platform are implemented.

2	Provide superior customer service in the Permit Center	2.2	Maintain a green website to share applicable green information with the District.	The division will provide ongoing development, maintenance and updates to the green building information contained on the DCRA website to provide greater transparency in addition to current and accurate information on green building resources and requirements.
2	Provide superior customer service in the Permit Center	2.3	Improve the permit application and review process	• The division will streamline the permit application process for simple jobs by generating visual and user friendly handouts for decks, 2-unit flat conversions and occupancy capacity placard applications. Guidelines are being generated for these common permit types which will be available both in the Permit Center and online. • POD will offer the ability to apply for, submit construction documents, and pay for the most common permit types completely online, eliminating the need to make a trip to DCRA to secure these permit types. • POD will move forward with full implementation of the Residential review group, which provides dedicated permit review resources and reduced review timelines for new construction and alteration and repair of single family dwellings and two family flats, ensuring prompt reviews for these projects.
TOT				

Permit Operations Division - 3 (2 Initiatives)

3	Manage and maintain District land records	3.1	Make the Surveyor's Office land records available on the internet for public viewing.	Currently, the Surveyor's Office maintains two centuries of land records accessible through the DCRA intranet. Customer feedback suggests the Surveyor's Office explore the option of transferring the records onto a publicly accessible website. In FY16, the division will continue to work with the Office of Information Services to explore the possibility of transitioning the digital image database online to reduce customer needs to visit DCRA. The need to access these public records has not been completed due to the the need to upgrade existing software and the requirement of additional programming for internet accessibility. It has been made a part of the strategic plan.

3	Manage and maintain District land records	3.2	Online process for ordering subdivisions	Each year, the Surveyor's Office processes 400 or more requests subdivisions. In an effort to reduce traffic in the customer center, the Surveyor's Office will initiate the process online service for facilitating electronic requests for subdivisions. A Beta version will be developed in FY2016 for online ordering of subdivisions.
TOT				
Permit Operations Division - 4 (1 Initiative)				
4	Manage agency Building Code Effectiveness.	4.1	Building Department Accreditation by the International Accreditation Service, Inc. (IAS)	The International Accreditation Service (IAS), a subsidiary of the International Code Council (ICC), is a nonprofit, internationally recognized accreditation body that accredits building departments and provides an independent assessment of a department's administrative, code enforcement, and quality management systems. IAS has developed Accreditation Criteria (AC251) dated June 2013 to provide guidelines for accreditation. DCRA is partnering with the IAS to bring the agency's building department in line with a nationally accepted standard. DCRA will work with the IAS to achieve accreditation, to ensure DCRA's building department operates under the highest ethical, legal and technical standards and to enhance the services of the building department's effort to provide life-safety and property protection for residents and businesses throughout the District.
TOT				
TOT				